



Frequently Asked Questions (FAQ) Voluntary Safety Recall 97V3 - UNITED STATES Updated 03/29/2011

SUMMARY

- **Campaign Code:** 97V3
- **Launch Date:** Anticipated May 2011
- **Code Visibility Date:** Anticipated May 2011
- **Customer Notification Date:** Anticipated May 2011
- **Circular Release Date:** Anticipated May 2011
- **Allocation List Release Date:** Anticipated May 2011

- **Affected Vehicles:** 2011 model year Volkswagen Jetta sedan (6th Generation)
Number of Vehicles Affected:
USA: approximately 71,000

Problem Description: The affected Jetta sedan (6th Generation) vehicles have an electrical wiring and fuse layout where the converter box is protected by the same fuse used by the signal horn and the anti-theft alarm system. If the fuse is blown (e.g. in case of an electrical short in the horn), the converter box is disconnected from the power supply which, in turn, shuts off applications such as the engine management system, lighting system, and wipers. Should this happen while the vehicle is being driven, the engine could stall, or the headlights or wipers could turn off unexpectedly, potentially leading to a crash without warning. Volkswagen has not identified any reports or allegations of a crash or actual injury resulting from this condition.

Corrective Action: Dealers will separate the wiring for the horn and the theft protection horn from the power supply of the converter box and route the wires to separate fuses to correct this condition free of charge.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual.

How can dealers assist customers with “car down” situations, or customers who indicate that they are concerned about driving their vehicle before the repair is made?

Currently, a very limited supply of repair kits is available, and an initial parts allocation has been sent to dealers. These parts should be used to address customer vehicles that are “car down” situations, and should also be used to repair a customer vehicle if the customer has indicated they are concerned about driving their vehicle before the campaign repair has been made. If parts are not available, dealers should help arrange alternative transportation (i.e.: loaner vehicles) for these customers, and give priority to the vehicle repair once parts are available. These parts can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers.

Is a loaner vehicle being covered under this action?

Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Is towing being covered under this action?

Yes, if towing is necessary, contact Volkswagen Roadside Assistance at 800-411-6688.

How do dealers claim for the customer vehicle pick-up and delivery, as well as for the vehicle wash/vacuum?

We are finalizing the claiming details for these items, and a revised 97V3 campaign circular will be posted to ServiceNet shortly. Dealers should refer to the updated circular for claiming instructions.

Will Volkswagen alter the current CES process during this recall?

No, the current CES process will remain unchanged. We will continue to survey the customers and monitor customer feedback closely.

What is the customer notification plan?

Customer notification is based on anticipated parts availability, and is anticipated to take place in May 2011.

How do dealers know if the Jetta vehicles they receive from the Ports have already been updated with the recall repair?

The last shipment of Jettas from the Ports was on Friday, March 25, 2011. Those vehicles should have been all delivered to dealerships by now. All future Jettas received from the Ports will have been updated. Please continue to monitor your VIM report to ensure that you have identified all in-stock vehicles affected by this action.

Where do I find the detailed repair instructions?

Detailed repair instructions can be found on ServiceNet.

Can a dealer deliver a new Jetta to a customer before the recall repair has been completed?

No, under no circumstances should a new Jetta be delivered to a customer until such time that the recall repair has been completed. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

If a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Volkswagen Customer CARE directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Volkswagen Public Relations.

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